



State Procurement Office

14th Floor Capitol Tower, 600 E Boulevard Ave Dept 012,
Bismarck ND 58505-0310

A Division of the Office of Management & Budget

Contract Information

Term Contract Name:	Wireless Communications Equipment Services
Term Contract Number:	915
Contract Period:	12/15/04-03/11/07
Contract Administrator:	Dillys Bach
Phone Number:	701-400-4589
Fax Number:	701-328-1615

Contractor Information

Contractor Name:	Alltel 4417 13th Avenue SW Fargo, ND 58103
Service Representative:	Glen Walls, Director of Business Solutions
Toll Free Telephone Number:	n/a
Telephone Number:	701-730-2222
Fax Number:	701-281-2778
Email Address:	n/a

Revisions: 11/16/05

New Activations and New Equipment Pricing: New number activations or add-ons to existing accounts will be primarily handled through the Primary Key Account Representative (KAR) (see KAR Primary Contact below), however web ordering is the preferred method. Orders to the website will route to Merry Miller.

State of ND web site: <http://www.alltelb2b.com/north%5Fdakota/>

KAR Contact Update (9-06): Merry Miller has been designated as the Primary Key Account Representative and is located in Cody, Wyoming. Merry Miller will be the front line available to take orders and work with accounts on daily aspects of this cellular telephone term contract. Merry has joined the KAR team in an effort to improve response to account needs.

Primary KAR Contact:

Merry Miller

<mailto:merrymiller@alltel.com>

Alltel

Key Account Rep (KAR)
Cody, WY
TOLL FREE: 877-561-0060

Emergency equipment orders may be handled by local Key Account Reps:

Jesi Anderson, Key Account Representative - Fargo
701.799.2202
Jesi.anderson@alltel.com

Ken Hoffman, Key Account Representative - Grand Forks
701.360.4096
Kenneth.hoffmann@alltel.com

Tania Schaaf, Key Account Representative - Bismarck
701.220.1000
Tania.schaaf@alltel.com

Equipment Pricing for New Activations: \$75 off the current monthly RETAIL price point. This would apply to all phones, regardless of the price plan chosen. This is a significant change from the prior plans and creates a simple method of price determination, as well as an increased savings to the state. Should the retail price fall below the current retail price, the phone is free. There would not be any credit dollars for difference in the price versus the discount.

Pricing for Accessories: Accessory pricing will be a standard 25% off the retail pricing found at any one of our retail stores.

Existing Accounts Repair and Replacement Equipment (Updated 9-06)

Equipment Repair: Should equipment be in need of repair, it is best for the individual to personally bring the equipment back to the closest retail store for up-keep. By doing so, the problem can be immediately assessed.

Retail Center Stores locations:

City	Phone Number	Address
Bismarck	701-224-1616	541 South 7th Street
Devils Lake	701-662-2517	Holiday Mall
Dickinson	701-227-1519	Prairie Hills Mall Space 34
Fargo	701-281-2800	4417 13th Ave S
Grand Forks	701-772-4201	2750 Gateway Drive
Minot	701-852-5933	1515 24th Ave SW
Williston	701-774-2903	2103 2nd Avenue W
Jamestown	701-252-0492	Buffalo Mall

If a local store is not within reasonable distance, contact the Primary KAR, Merry Miller, TOLL FREE: 877-561-0060 or at 'merry.miller@alltel.com'

- Equipment Replacement - Existing accounts may require a change of, or upgrade of equipment hardware. This may include a complete phone

replacement or as simple as a change of accessories (such as batteries, in car chargers, cases, antennas, etc.). Anytime a change occurs, proper signing authority must be provided to avoid any unapproved purchases.

It is preferred that replacement phone orders be placed through the KAR CONTACT or the web site.

- Hours of operations for the KAR group:
 - 8:00 am to 8:00 pm (Central Time)
 - Monday thru Friday
 - Closed on Weekends
- **Equipment Repair Contacts:** Contact the Primary Key Account Representative (KAR) for assistance. For emergency replacements, the authorized administrator should contact the appropriate Alltel One retail centers listed above to arrange for Contract Pricing and verification of the user as an account holder. The retail centers are not able to assist a state contract user if authorization is not in place before arriving at the retail center.
- Pricing for Replacement Equipment - For this purpose, two categories of replacement will be determined:

1. Accounts less than 10 months since last phone was provided:

- These accounts will purchase phones at Alltel cost.
- No discount will be provided.
- Phones in need of repair will be sent in with a loaner provided, if possible.

2. Accounts with more than 10 months since last phone was provided:

- These will be treated as new activations with the \$75 discount provided off the monthly retail pricing.
- The customer will continue to be bound to the terms and conditions of the current contract, including end date.

Accessories: Accessory pricing will be a standard 25% off the retail pricing found at any one of our retail stores. The most common accessories are listed on the web.

Existing Account Rate Plan Changes or Billing-Related Issues: Once an account is established, issues involving rate plan assessment, rate plan changes, and other related billing queries will be referred to the KAR Contract, Merry Miller.

Bills Via Web: Alltel will provide monthly bill access electronically. With electronic billing you may use your purchasing card to make secure payments on-line. To receive electronic bills simply register your account via the following web site: <http://www.alltelb2b.com/north%5Fdakota/>

Roam Billing Concerns: For local plans, State users are provided air packages for use within the boundaries of North Dakota, South Dakota and portions of Nebraska, Montana, Wyoming and Minnesota. Roaming will occur in 2 ways:

1. Roaming will occur when users leave the home area of North Dakota. The charges are as stated on our pricing structure.

2. Roaming will actually occur within the boundaries of North Dakota if:

- A user is in an area that Alltel does not have a signal. This can occur within the state (generally remote areas) and would not be covered in our pricing. The phone will indicate it is roaming; giving the user the opportunity to place the call or wait for Alltel signal to appear. For convenience of our users, we have the ability to determine if we are roaming on our service by dialing on your cellular phone #21-send.
- A user is in an area of the State where the system has become busied out due to a uniquely large amount of sudden users on the system. This can happen in areas where we normally have service. This can also happen should our system experience an outage – which would happen should there be a cable cut or unforeseen disaster such as floods, tornadoes, etc.

Marginal Coverage (Use of Other Cellular Service Providers) (Updated May, 2003): Alltel provides the State of North Dakota with CDMA digital service across its entire network. To assist in fringe coverage areas an analog system is maintained, although no longer marketed.

As ND is still a rural state, many areas of the rolling plains will not allow for continuous service without significant investments in additional cell sites. At present, continuous coverage is available along most of the primary roadways and cities throughout the state. Notable areas where Alltel presently does not have usable a digital or analog signal/coverage are as follows:

- Hettinger - Crosby - Wishek - McClusky - Ashley - Fort Yates - Finley- Hope- Page -
- Kindred (weak signal) - Lisbon (Weak signal) - Cooperstown (weak signal)
- Napoleon (weak signal in city)

State agencies may contract with other cellular phone service providers in these areas. Please use [Exemption Form SFN 54202](#) for approval of the alternate provider. Fax or mail the completed form to the listed Contract Administrator for prompt attention.

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